FFT Monthly Summary: May 2023

Pendle View Medical Centre Code: P81070



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
22	3	0	1	0	1	0	0	0	27	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 **Report Summary**

Surveyed Patients: 104

Responses: 27

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	22	3	0	1	0	1	27
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	22	3	0	1	0	1	27
Total (%)	81%	11%	0%	4%	0 %	4%	100%

Summary Scores



NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

Recommended (%) =
$$\frac{very \ good + good}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$$
Not Recommended (%) =
$$\frac{very \ poor + poor}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$$

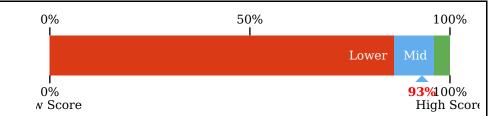
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

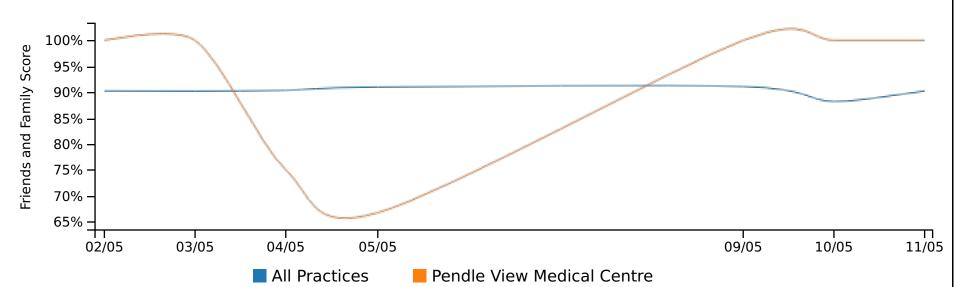
Your Score: 93%
Percentile Rank: 60TH



Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

- 2. Score calculated as per NHS requirements. See scoring guidance section.
- 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

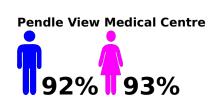
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	84%	89%	92%
Pendle View Medical Centre	100%	92%	92%

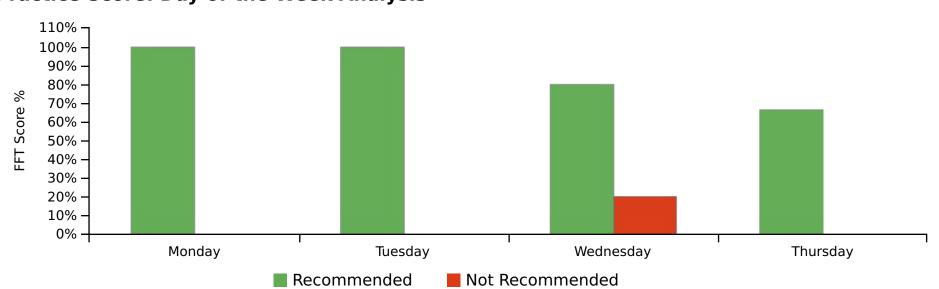
All Practices



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

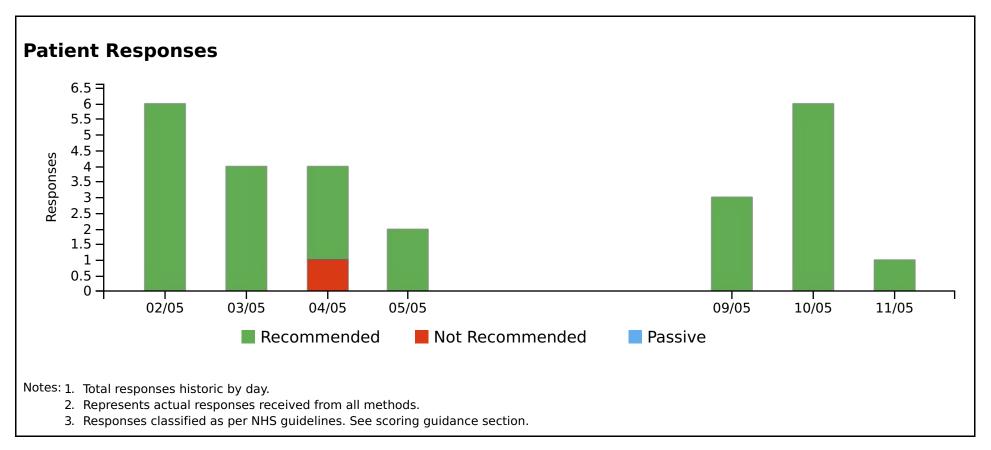
Practice Score: Day of the Week Analysis



Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** 0 Arrangement of Appointment 7 ession Reference to Clinician 7 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. maybo small 3. Tag cloud is rendered using the reassuring anymore most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.
 - 2. Classification based on initial response to Q1 rather than content of message.
 - 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓I was seen on time for my blood pressure appointment. The nurse was friendly, considerate and efficient. Also very patient and effective taking blood as it can be difficult finding a vein with me.
- ✓ In on time for appointment and treated in a friendly and professional manner,
- ✓ Professional and prompt attention with minimal waiting
- ✓ You get well look after
- ✓ No hassle
- ✓ Good service
- $\checkmark \text{Appointment supplied quickly, seen on time and nurse was very good leaving only small mark where blood taken}. \\$
- ✓ Seen on time. Nurse was very helpful and considerate.
- ✓I only waited a short while for my appointment. The nurse was friendly and professional, and had no problems taking my blood. I asked her if my information had been received from the recent hospital appointment I had as I will need some more of the new tablets. She was able to advise me. A successful visit.
- ✓ I wait to long to make appointments
- ✓ Very good service
- ✓ Good friendly advice and prompt results
- ✓ Just fabulous can't say anymore
- ✓ Christine was very helpful as i was worried about my feet and legs being swollen and she got a doctor to come and look at them and asked christineto take some blood
- ✓ Because it was
- ✓ The nurse was very polite and had caring nature
- ✓ The appointment was late....as usual! The nurse was very good and professional:)
- ✓ Very efficiently dealt with.
- ✓ Because i was pleased with the service i got.
- ✓ On time very helpful and reassuring

Not Recommended

✓ Every time I go for an appointment and i do get there on time I have to wait at least 25 minutes. I understand that sometimes it is unavoidable and this time speaking to one of your practitioners i do think it might have been however when it happens every time and I do mean everytime(this is not an exaggeration) there must be something inherently wrong with the system. Maybe not enough time allowed for each patient or too many bookings made for the same time I don't know but it does need attention

Passive